



**Department of Services for Children Youth and Their Families
State of Delaware**

CS 006	COMPLAINT POLICY		
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Signature:	<i>[Signature]</i>	Date Adopted: 9/17/97	
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I. PURPOSE

The purpose of this policy is to establish a mechanism by which concerns/complaints may be registered with the Division when initial efforts to resolve the complaint have not succeeded.

II. SCOPE OF APPLICABILITY

This policy applies to DPBHS clients, client representatives, DPBHS providers and constituents. It is established to address any disputes, concerns/complaints with the exception of disputes regarding eligibility, denial of continued stay, and level of care which are addressed through the DPBHS Appeal Policy (CS 005).

III. POLICY STATEMENT

It is the policy of the Division of Prevention and Behavioral Health Services to be responsive to concerns/complaints or disputes expressed by our clients, their representatives, our providers and constituents. It is recognized that there will be times when such concerns/complaints or disputes can not be resolved at the point at which they occur. DPBHS staff will ensure that no complainant will experience any form of retaliation for registering a complaint.

The Department policy 215, Constituent Concerns, defines Executive Constituent Concerns and establishes procedures for handling and documenting Executive Constituent Concerns (see policy 215 on the Department website). The process by which other unresolved complaints, concerns or disputes are to be handled are found in DPBHS Complaint Procedure which accompanies this policy.

It is the intent of the Division to resolve concerns/complaints at the lowest level possible.

IV. DOCUMENTATION

Documentation of complaints, concerns and/or disputes will be maintained in the DSCYF Constituent Complaints Database. Responsibility for entry of complaint/concern/dispute information in the database resides with in the DPBHS Quality Improvement Unit.

V. QI/QA MEASURES

Aggregate reports on concerns/complaints are provided to the Quality Management Committee on an annual basis. The Quality Management Committee will report significant findings and/or recommendations to Division Leadership at the next DPBHS Leadership meeting.